



MUNIRevs Support Specialist

About MUNIRevs:

MUNIRevs, which started in 2011, automates the collection of sales and lodging tax payments for businesses. We contract with cities and towns and provide support to both the business users and jurisdiction users. We have processed millions in paperless revenues for our jurisdictions and excel at providing stellar customer service and efficient solutions to our clients and their businesses. We are located in Durango Colorado but also allow remote working environment for some employees, utilizing online tools and video conferencing for collaboration.

Job Overview:

MUNIRevs Support Specialists serve as the lead point of contact for all businesses filing with our online system. This means assisting businesses with anything from registering to amended returns.

In addition to ongoing support, Support Specialists also perform administrative functions, including but not limited to:

1. Creating and/ or updating system procedures in our online help system to assist in user support questions
2. Excel functionality, including reviewing and formatting data for import, or balancing data, or performing analysis using VLookup functions.
3. Creating procedures, checklists and related documents or forms for operations, including support, conversions or other key functions.

Requirements:

1. Solid software experience with MS Office, particularly Microsoft Excel
 1. Must include strong experience with VLookup and ideally Pivot Tables and Macros
 2. Online interfaces (for our online ticketing system and App)
2. Accounting / Business background
3. QuickBooks or other accounting system experience
4. Superb organizational skills with a strong ability to manage documents and task list
5. Proven ability to juggle multiple tasks at one time, including multiple support tickets
6. Proven self-management skills to complete projects (i.e. Excel data conversion) within deadline and with absolute accuracy with little supervision.
7. Strong verbal and written communication skills
8. BA/ BS degree in Accounting or Business Administration preferred but not required.
9. Impeccable references a must.
10. Confidentiality Agreement Required.

How to Apply

Please send cover letter and resumes to jobs@munirevs.com.